

Medical Lead

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Company: Noora Health

Location: Indonesia

Category: healthcare-support

Yayasan Noora Health (YNH) was established in 2023 to implement the evidence based and globally recognized Care Companion Program (CCP).

YNH is affiliated to and works closely with Noora Health, a US based health systems strengthening organization, that designed, developed, and implements the Care Companion Program. The CCP focuses on training and empowering family members of patients across the health system, equipping them with high-impact health skills required to become impactful caregivers to their loved ones and enable their recovery at home. The CCP is currently implemented at >500 health facilities in India and Bangladesh.

YNH will support and assist the Indonesian public health system to implement CCP across city, district, provincial, and national levels, thereby enabling improvements in health outcomes for patients and improved quality of health services and care delivery.

According to Noora Health's discussions with East Java health provincial office and as per the MoU between Noora Health and District of Pamekasan on Care Companion Program Implementation, YNH will conduct a TOT (Training Of Trainers) for Health workers (Nurses/midwives/bidans) in order to train caregivers across East Java.

POSITION OVERVIEW

We are seeking a highly motivated, experienced, and collaborative Associate Medical Lead to join our Program Design and Development (PDD) department in Indonesia. This position involves working closely with the Program Design and Development Lead and cross-functional teams to ensure the delivery of high-quality program designs, demonstrating excellent collaboration skills. They will be responsible for leading the process of ensuring the

clinical components of all health behaviors, content and approach across Noora Health's Indonesia programs is evidence-based, up to date and clinically accurate and relevant. The ideal candidate should possess a learning and reflective mindset, capable of understanding the health system, patients, the caregiver perspective, and healthcare workers (empathy), embracing ambiguity, and confidently advising the rest of the team on how the medical content and direction could align with Noora Health's mission in Indonesia. This mission aims to improve outcomes and strengthen health systems by equipping family caregivers with the skills they need to care for their loved ones.

WHAT YOU WILL DO

Medical Program Development:

Within the Program Design and Development (PDD) department and in collaboration with the Indonesia Program Lead(s), lead the direction and research of evidence-based public health interventions and strategies, aiming to create innovative solutions that prioritize user needs, behaviors, and experiences.

Collaborate strategically with cross-functional teams, aligning medical direction with project requirements, organization's goals, and user-centric design principles.

Actively participate in field visits and user research processes to gather insights and observations. This information will be instrumental in forming medical content decisions, ensuring that our designs are grounded in real-world user experiences.

Embed or incorporate appropriate medical protocols, SOPs as part of building internal processes for our work.

Provide input and direction to the development of educational materials and training modules, making sure that output is in line with established evidence based best practices, global norms and standards, and in line with Indonesia specific medical guidelines and health related policy.

Quality Assurance:

Oversee the quality of the Care Companion Program from a medical perspective, to ensure adherence to established standards and best practices.

Oversee and evaluate program performance, identifying areas for improvement and providing timely clinical recommendations.

Offer clinical guidance and expertise to ensure the quality of healthcare services delivered.
Develop accurate and scalable protocols to provide remote support to users (patients and families) via WhatsApp or other modalities, including building appropriate escalation systems, question banks for commonly asked questions etc.

Research and Data Analysis:

Conduct literature reviews, desktop research and provide evidence-based guidelines to inform program development.

Ensure ongoing updating of medical strategy and content, via incorporation of newly available research, evidence, guidelines, and clinical protocols as relevant and appropriate.

Contribute to the design and execution of research projects, as well as the analysis and dissemination of findings.

WHO ARE WE LOOKING FOR

Proven Experience:

Medical degree (MD or equivalent) with a focus on public health or related fields.

Postgraduate qualification in public health, epidemiology, behavior change communications or a related discipline is an asset.

Minimum 3-5 years of experience in public health program management.

Minimum 2 years of experience in clinical setting with valid medical registration license.

Strong understanding of infectious diseases, non communicable disease maternal and child health, and other relevant public health issues.

Collaborative Mindset:

Demonstrated strong collaborative skills, with the ability to work across diverse teams effectively.

Commitment to Learning and Improvements:

Demonstrate a dedication to continuous learning by remaining open to new insights,

perspectives and feedback.

Embrace discussions about failures as opportunities for growth, consistently seeking improvements aligned with the broader mission of Noora Health to strengthen health systems in Indonesia.

Project management skills:

Excellent project management and organizational skills.

Capable of taking initiatives, managing deadlines, and ensuring the delivery of quality products aligned with the nuances of the Indonesian health system and user requirements.

Strong attention to detail to ensure precision, quality, and relevance in project delivery.

Language skills:

Fluency in both English and the Indonesian language is crucial.

Showcase cross-cultural communication skills vital for collaborations and understanding and empathizing with Indonesian users within the health sector.

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